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ABSTRACT

A guide for providing library services to the elderly begins with a rationale and a statement from the Adult Services Division of the American Library Association regarding services to the elderly. Then planning considerations are described, such as library board and staff, surveying needs and programs, and special problems of the elderly. Interests and kinds of materials are discussed, as are in-house, outreach, and institutional services. Following information on publicity and costs, 11 existing programs in public libraries are briefly described. There are lists of suggested readings and of sources of materials for seniors, as well as a sample survey for senior community residents. (LS)

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APPALACHIAN ADULT EDUCATION CENTER

Public Library Training Institutes
Library Service Guide No. 22

EXPANDING LIBRARY SERVICES TO THE ELDERLY

by

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U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
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Morehead, Kentucky

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Preface

This guide is one of a series on library services to disadvantaged adults. The purpose of the series is to explore alternative ways public libraries can expand services to this special group.

Each guide attempts to recognize the differences among public library budgets, staff size and training, and the differences among the communities libraries serve. Each guide deals with a particular service and, where possible, suggests several alternative ways the library can provide that service to disadvantaged adults. The library, then, can and should further adapt the suggestions to fit the resources and needs of its local community.

The guides combine (1) a thorough search of the library literature; (2) the knowledge of professional librarians, who wrote many of the guides and evaluated the entire series; and (3) the experience of the Appalachian Adult Education Center (AAEC) in designing interagency educational programs for disadvantaged adults.

The AAEC has worked with state, regional, and local public libraries in seven states in projects funded by the Bureau of Libraries and Learning Resources of the U.S. Office of Education. In one project, four urban and three rural centers demonstrated ways public libraries and adult basic education programs could improve their services to disadvantaged adults by coordinating efforts in reader guidance, recruitment, library orientation, community referral, and in the selection, use, and delivery of materials. The AAEC also conducted institutes in local public libraries in seven states in designing and implementing library services for disadvantaged adults.

Work on those and other projects led to three conclusions, upon which the guides are based: (1) that undereducated adults need information and services to help solve problems; (2) that the public library can meet those needs through adjustments in procedures and interagency cooperation; and (3) that the materials and services required for disadvantaged adults are useful and useable to all adults.

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INTRODUCTION

Who Are the Elderly?

This guide defines "the elderly" as persons sixty-five years old and older. Most people over 65 are retired and living on fixed incomes, with families, alone, or in institutions. Many elderly people are also disadvantaged by low incomes and low levels of education.

Why Services to the Elderly?

Elderly people need library services: materials for leisure reading, entertainment and recreational activities for enrichment, materials with information on topics of concern to the elderly, materials and programs for continuing education. Like all people, older people can and do continue to learn for all of their lives. Because of housing, transportation, and health problems, many of the elderly also need special library outreach services.

Yet, in spite of the needs, a national survey of library services to the aging shows that less than 4 percent of the public libraries in this country have special programs for the elderly, and that less than one percent of the elderly are being served by these programs.

What Can the Library Do?

The Adult Services Division of the American Library Association has adopted the following statement regarding library services for the elderly.

AGING has daily personal implications for every person in our society. The

social, economic, and biologic problems resulting from the process of aging place responsibilities on all types of libraries, especially the public library. Libraries serve their communities by:

1. *CONTRIBUTING to a positive attitude toward aging and the aged;*
2. *PROVIDING information and education on aging and its problems for professionals and laymen who work with this group, and for those who are retired;*
3. *FACILITATING the use of libraries by the aged through improved library design;*
4. *PROVIDING library service appropriate to the special needs of all the aged, including the homebound and the institutionalized;*
5. *UTILIZING the potential of the older person as a volunteer to reach his peers;*
6. *EMPLOYING older adults in programs designed specifically to serve the elderly;*
7. *INVOLVING the elderly in the planning process when designing special services and programs for older adults;*
8. *WORKING with other agencies and groups concerned with these needs and problems;*
9. *PROVIDING services and materials for those preparing for retirement;*
10. *CONTINUALLY exploring ways of making these services more effective.*

LIBRARIES should experiment with new materials and services as well as make continued use of traditional library materials and services; should maintain adequate standards; and should use innovative techniques and programs to reach the aged who can no longer be served effectively as a part of integrated adult services.

This guide suggests some of the ways libraries can expand their services for the elderly. The guide has seven major sections:

(1) Planning

(2) Materials

(3) Services

(4) Publicity

(5) Costs

(6) What Other Libraries Have Done

(7) Suggested Readings

PLANNING SERVICES FOR THE ELDERLY

Planning library services for the elderly involves four major steps: (1) getting the support of the library board, (2) preparing the library staff; (3) surveying the needs of the elderly in the community, and services currently being offered to the elderly; and (4) taking into account the special needs of elderly people.

Getting Support from the Board of Trustees

The first step in planning is to win the support of the library board and staff.

To effectively serve the elderly, getting the support of the library's board of trustees and the entire library staff is crucial. If the board agrees that the library does need to expand its services to the elderly, board members can be valuable allies, volunteering their expertise and resources, and helping find funds for special services to the elderly.

Preparing the Library Staff

Getting the support of the entire library staff is also crucial to success. In a small library, the help of all the staff members may be needed. In a large library, services to the elderly can use the resources of several departments. The children's librarian, for example, might arrange for elderly volunteers to conduct story, craft, and music hours for children. The director of the audio-visual department might help with taping oral history programs or in-library speakers programs.

The staff's ideas about their work are very important to the success of the new services. They should understand why they are doing the work, and why services to meet the needs of the elderly require special effort.

The Person in Charge

It is important that one person—either part-time or full-time—be responsible for providing services to the elderly. This person should have a genuine feeling for older people and a sensitivity to their needs. That person might be part of the library's extension department, since many services to the elderly must go outside the library building. Once someone is chosen to coordinate and supervise the services, the library can recruit volunteers, if needed, to help carry out the programs.

In-service Training on Aging

The entire library staff might benefit from in-service training on aging. Some areas that should be discussed are

- general characteristics of the elderly;
- existing programs for the elderly in the community; and
- services for the aged that other libraries are providing.

A librarian experienced in working with the elderly might speak at the in-service training sessions, to share with the staff practical knowledge about effective programs for the elderly.

With the expansion of services for the elderly, staff schedules may have to be rearranged to allow for the most efficient delivery of services. The first few months will be hardest, but with time, a pattern will develop. In the meantime, the staff should remain flexible enough to change their schedules to meet new needs as they arise.

Surveying Needs and Programs

To design the best possible services for the elderly people in its own community, the library should take a look at the needs of the elderly people in the community, and at the organizations in the community that are concerned with meeting the needs of the elderly.

Local information is very important in planning expanded library services for the elderly. When expanding shut-in or bookmobile services, for example, it is important to know where the highest concentrations of elderly people live in the community. Census records of the number of elderly people who live in various sections of the community can give a general idea of where services are needed.

Much of the work for these two surveys—of community needs and

Collecting Information from Community Organizations

existing programs—can be done at the same time. As the library contacts community organizations that are concerned with the elderly, it can also collect information (1) about what services the organization is providing to the elderly, and (2) about which needs of elderly clients the organization feels are not being met. A directory of community organizations and their services (if one is available) simplifies the task, but it should be used in conjunction with personal contacts. Some possible community organizations to contact are:

* churches
* recreation departments
* health departments
* social security administration
* Red Cross
* ACTION programs
  * Retired Senior Volunteer Programs (RSVP)
  * Foster Grandparent Program
  * Senior Corps of Retired Executives (SCORE)
* Visiting nurses association or home health agencies
* American Association of Retired Persons (AARP)
* State unit on aging
* National Retired Teachers Association (NRTA)
* nutrition programs for the elderly
* adult day care centers
* volunteer bureaus
* universities
* community colleges
* local county extension office
* veterans administration
* information and referral centers
* local planners for the aged
* legal aid society
* housing authority
* special projects for the aged
* social service agencies
* health maintenance organizations
* skilled nursing homes
* personal/home care
* intermediate care homes
* mini homes
* mental health hospitals
* residential homes for the elderly
* senior citizens centers

Collecting Information from Elderly People

Although community organizations can give the library valuable information about the needs of their older clients, the elderly people themselves are the most important source of information on library service needs. The library should try to contact as many elderly people as possible in its service area, including those living alone as well as those in institutions.

Service agencies in the community might provide a list of people they serve. Some social agencies that are reluctant to release the names of their clients may agree to distribute brochures or questionnaires for the library.

The librarian should ask seniors:

- what kinds of library services they use now;
- what times of the day and week would be best for them;
- what kinds of information and materials they need, and
- what are their problems of access to the library.

The library might distribute a one-page questionnaire in large-print type, although personal contacts will bring a much better response. A sample survey is in Appendix A.

Planning Programs to Meet the Special Needs of the Elderly

After looking at the organizations in the community that are providing services to the elderly, and the needs of the elderly in the community that are not being met, the library can begin to plan for its expansion of services to the elderly, using its knowledge of the community and its own resources and limitations. Considering the library's present schedule of services, and the information collected in the survey of programs and needs, the library can decide the best times of the year, month, week, and day to offer certain services, and whether each service will be full-time or part-time, regular or periodic, permanent or temporary.

In planning services for the elderly, some of their special needs must be taken into account. Some possible barriers to library services to the elderly which must be considered are:

(1) some features of the library building;

(2) the physical handicaps of many elderly people; and

(3) the feelings of unfamiliarity many elderly people have with the library.

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The Library Building

These features are helpful in providing in-house services to the elderly:

* ramps leading into the building
* elevators inside the building (the time the doors stay open should be long enough to let a handicapped person get in and out easily).
* smooth doorsills and joinings between different areas of the building to prevent falls
* meeting rooms with good lighting and independent controls for heating, cooling, humidity, and ventilation
* comfortable padded chairs that are easy to get in and out of
* easy-to-read signs or directions to ramps, elevators, restrooms, meeting rooms, and exits

Physical Handicaps

Some physical handicaps of the elderly that the library must also consider in planning are

* *visual difficulties.* Both near and distance vision tend to decline with age, making it hard for some older people to read, to see films and displays, and to find materials in the library. The size of the pupil also diminishes with age, so good lighting is very important.

* *hearing problems.* Hearing loss begins early in adulthood and progresses as one gets older, particularly in men. For programs for the elderly, it is important to find a meeting place where background noise is minimal. Films with large print captions might be effectively used with elderly people who have hearing problems.

* *other physical handicaps.* Many older people have arthritis, rheumatism, heart conditions, or high blood pressure. Not all these conditions prevent mobility, but they do pose some limitations on activity. For example, if older people are working for the library as volunteers, scheduling several part-time volunteers is better than scheduling one or two full-time people.

Unfamiliarity with the Library

Many older people are not well educated. They may not have used a library since they were young, if at all. The school library did not exist when most older people were in school. Most will be unfamiliar with the library's organization, materials, and services. At first they may feel uncomfortable in the library and hesitant to ask for help. Some may be hesitant to read, write, sculpt, or listen to music.

An informal program on how to use the library is a good way to explain services to a group of elderly people. The library might prepare a cassette tape on its materials and services for elderly people to listen to at home. The program or tape should include how to find books and magazines; how to get a library card; how to use microfilm; the services and programs the library provides; the location of elevators, ramps, and restrooms; and the location of special collections such as rare books, paintings, or cassette tapes, and if these can be taken out of the library.

Careful planning, doing one's homework—learning about similar services, about the institutions the library will be working with, and the problems and experiences of older people—will make for better and richer services.

This guide is a beginning. Current library journals and journals on the aging will have information for similar services, and writing or telephoning the sponsoring agency for more information will be useful. The state library may be able to provide a consultant to help.

MATERIALS FOR SENIORS

Interests of Older People

Knowing the interests of the seniors in the community is important in selecting materials, as well as in selecting topics for special programs. Much of the work for this step should be done in the planning stage, while collecting information on the needs of the elderly.

Appendix B lists some recommended sources of materials for seniors.

The interests of older people are not very different from those of younger adults. One library project, sponsored by the National Retired Teachers Association and the American Association of Retired Persons, surveyed the reading interests of elderly people in four communities in Kentucky, and found that the most popular materials were

* short fiction
* historical fiction
* religion
* biography
* current affairs
* history

An interest survey of elderly males in Veterans Administration institutions

found that the most popular non-fiction topics were

* biography, and
* animals and nature

A third study, done at three residential homes for the elderly in Michigan, found that the most popular non-fiction topics were

* travel
* nature
* religion
* politics
* biography

The most popular fiction materials were

* novels, and
* mystery stories.

Kinds of Materials

Some materials that are useful in programs for the elderly are

* large print books
* filmstrips
* slides
* transparencies
* records
* paintings
* cassette tapes
* talking books
* videotape cassettes
* photographs
* crafts
* pamphlets

Needed equipment varies with various services, but some equipment that may be needed for services to the elderly are

* film projectors
* slide projectors
* opaque projectors
* record players
* cassette recorders
* cassette players and ear plugs
* talking book machines
* tables
* microphones
* light-weight magnifying glasses

	* posters and fliers for publicity * arts and crafts supplies * refreshments Some of this equipment is readily available in some libraries; some will have to be borrowed or purchased. Some libraries rent equipment on a trial basis.		

SERVICES FOR SENIORS

This section suggests some possible in-library programs for the elderly, some possible outreach services, services to institutions, and evaluating services for the elderly.

In-library Services for the Elderly

In-library services for the elderly might include:

* adult education classes in the library
* information and referral services
* training and utilizing seniors for volunteer work in or out of the library
* programs, workshops, films, study groups, seminars, and discussion groups on oral history, hobbies, art, preparing for retirement, living on a fixed income, and other topics of importance and interest to seniors
* purchasing large print, talking books, prism glasses, and magnifying lenses
* library tours
* providing a meeting place for groups
* special materials collections and displays
* constructing ramps for easier access

* providing bibliographies on aging for professionals and lay persons

* providing transportation to the library

The length of programs such as talks, films, or demonstrations should be about one hour, although a longer program might be justified if the subject matter is light or very interesting. A craft show or garden display can be arranged so people can come and go as they want.

In-library services to the elderly may be more successful in spring and fall than in winter and summer, since winter weather and summer vacations may interfere. May, designated as Older Americans Month, is a good time for special one-day programs.

Outreach Services

Transportation is always a problem for elderly people. Many seniors out of fear or circumstance cannot leave their homes or neighborhoods. Other elderly people are confined to institutions and can't use conventional services. Some libraries, simply because of their physical structure, prohibit seniors from using the library. For these reasons, library services must be taken out of the building to older people.

Services outside the library can take the form of

* programs for special groups such as book talks, films, slide shows, story telling, and discussion groups

* books by mail services

* deposit collections in places accessible to elderly people

* films and/or projectors for senior citizen groups

* bookmobile or van services

* free pick up and delivery of materials

* services to shut-ins

* services to the elderly in institutions: materials, film programs, slide shows, booktalks, etc.

* coordination with other agencies that serve the elderly

Extension or outreach services should be planned to be ongoing services, if possible. Many of the people receiving these kinds of services are restricted to their homes, and look forward to each

visit with great anticipation. Elderly shut-ins who are lonely often want the visiting librarian to spend extra time with them, so the length of each visit should be as flexible as possible.

The routing and length of the visits will have to be scheduled in conjunction with the library's other outreach services. This will vary with the library's current obligations, the availability of transportation, the number of staff and their current duties, and the distance between places to be served.

Services to Institutions

Services outside the library, in nursing homes, personal care homes, residential homes, or mental institutions, should be planned in cooperation with the administrator and social activities director of the facility. If they are in favor of the services, the services have a good chance of succeeding. A staff member or resident may even be able to take over the actual implementation of the program, freeing the librarian to select materials.

One library, for example, shows films at four nursing homes weekly. Each home provides a projectionist and the local housing authority delivers the films to the nursing home and returns them to the library. A central film selection committee, made up of a retired librarian and one resident from each home, selects the films to be shown.

Evaluation

Services must be evaluated for their appeal to the elderly. Sometimes a service that was expected to be popular in the planning phase bombs out in actual practice. The library should try to find out why. Too long a time lapse between planning and implementation may have lessened interest, another agency may have developed a similar service, or the people being served may be somehow different from the people the service was planned for. A follow-up questionnaire or an informal talk with the people being served might provide the answer. When the reason is identified, the service can change to meet the need.

PUBLICITY

The library should employ as many methods as possible to publicize its services for the elderly: newspapers, radio and television, mail, newsletters, and word of mouth.

Newspapers

A short easy to read article with a picture makes for more effective publicity than a long article with book listings. The article should describe the service, and give times, places, and sponsoring agencies. A feature article emphasizing *people* will attract more readers than an announcement. (A few communities have large print newspapers, a good medium for announcements.) Some papers run a special column for library services.

Radio and Television

Many elderly people watch television or listen to radio. Spot announcements during prime times will reach many. The library should contact commercial and educational stations about placing spot announcements as a public service. If there is a local talk show, the librarian should try to be featured as a guest speaker to publicize the services.

Mail

Fliers about new services and special programs are also good publicity techniques. Fliers can be sent to resource people in aging and to elderly groups identified in the survey. Fliers should describe the services, times, dates,

	and who it is for in easy to read language, perferably in large type.		
Posters	Colorful posters with large print can be placed in strategic locations in the community. Agencies or organizations, such as senior citizens centers, homes for the aged, community colleges, and churches could place posters in their halls or reception rooms.		
Newsletters	Some agencies and organizations that serve the elderly publish regular newsletters that would be good places to announce new library services for the elderly.		
Word of Mouth	The librarian in charge should arrange speaking engagements to tell the community about the new services. The library staff, agency staffs, and groups of the elderly can help spread the word about the new services. Word of mouth communication often reaches those that other methods miss.		

COSTS

The costs of the new services should be analyzed during the first few months of the new services and at longer intervals thereafter. All services have financial limitations, and new services seem prone to budget problems. Compare cost figures for the first months to what was budgeted. Recognizing problem areas early gives the library time to correct imbalances to meet estimated figures at the end of the fiscal year. Too much can be scheduled at too low a level of funding. If so, the library will have to re-evaluate its priorities, and discontinue low priority services.

Tours

A tour describing "how to use the library" is an inexpensive service. Only a few materials would be needed: large-print handouts, library cards, and perhaps floor maps of the library. Regular staff members could be tour guides. The only extra cost would be supplies, duplicating the handouts, and floor plans.

Perhaps the library could make arrangements with a service agency or institution for transportation for the people to the library.

Rotating Film Collection

A moderately priced program is a rotating film collection to institutions for the elderly. The major costs here are for films, film projectors, and salary

	for the person in charge of the program. A 16mm projector costs about $600. Film costs vary. Many films can be rented at little or no charge, and state libraries also supply films. For most films, the local library must pay the return postage. Costs in staff time also vary, depending on the time spent and the average rate paid for this kind of job in the community. Extension services are perhaps the most expensive. Depending on the size of the program and the boundaries of the service area, the cost can vary from less than $3,000 to more than $120,000. The Literary Social Guild transports elderly people to the library once a month at an annual cost of about $3,000. This pays for salaries, equipment, (books, records, pamphlets, and magazines), supplies, travel, and postage.		The "over 60" service at the Milwaukee Public Library, which uses senior aides and a bookmobile to visit shut-ins, operates at an annual cost of $57,000. This includes staff salaries for approximately nine people, maintenance costs for the bookmobile, and the book budget.
Resource People	Talks, seminars, workshops, and other programs often require the help of resource people. People from the community will usually donate their time—or that of their agency or institution—to speak to a group of senior citizens. If someone has to come from out of town, the library may have to pay travel expenses and an honorarium.		

WHAT OTHER LIBRARIES HAVE DONE

Buffalo and Erie County Public Library
Buffalo, New York

This library sponsors a series of programs called "retirement readiness sessions," covering topics like nutrition, health, living on a fixed income, volunteerism, transportation, recreation, understanding yourself, and dying.

Cleveland Public Library
Cleveland, Ohio

This library started the "Live Long and Like It Club" in 1946. Elderly members meet every Tuesday afternoon in the library's auditorium. Materials on the day's topic are displayed outside the meeting room. Some special programs have included music appreciation, travel, book reviews, current affairs, and "Down Memory Lane."

Conway Public Library and Wolfeboro-Brewster Memorial Library
New Hampshire

Volunteers at these libraries record church services, school and civic events, local history, and local newspaper articles on cassette tapes, which are

circulated weekly to elderly people who are without transportation, temporarily disabled people, or residents of the county's nursing home. The program also provides the cassette players.

Dallas Public Library
Dallas, Texas

The *Senior Citizens' Mobile Unit Project* is a cooperative effort of the Dallas Public Library and other agencies to set up Nutrition and Social Service Centers for the elderly. The Mobile Unit visits the centers, shopping centers, medical facilities and other busy areas providing materials and acting as a transfer agent between the centers, the community, and the elderly.

Detroit Public Library
Detroit, Michigan

Materials go to seniors in nursing homes, centers, and at home, and seniors get free transportation to branch libraries.

Free Library of Philadelphia
Philadelphia, Pennsylvania

The library no longer charges seniors the $3.00 borrower's fee for non-residents.

Kemper-Newton Regional
Library Headquarters
Union, Mississippi

Information 60 + provides I&R services for the elderly. Each of the eight member county libraries has a County Information Coordinator working out of a library.

Information is gathered about existing services and programs and needed programs are developed.

Pulaski County Library
Somerset, Kentucky

The coordinator of library services to the elderly schedules interviews with older people for an oral history program. Each interviewee is given a certain area to discuss—such as what business, medicine or agriculture was like fifty years ago. The interviews are videotaped and recorded on cassette tapes. The library's communications specialist does the interviewing while the coordinator and a library staff member do the taping. The cassette tapes are then circulated to the residents of local nursing homes. The videotapes are available to the community and to the local television station. Volunteers in the community find potential participants and collect

old photographs to be mounted in a journal for circulation.

This library also conducts a ministerial workshop for the elderly during May. The elderly meet in small groups with ministers from the community to discuss their spiritual needs.

Rhode Island Department of State Library Services
Providence, Rhode Island

Older people throughout the state were asked to review and recommend books to be placed in a special collection for senior citizens. The volunteer readers were asked to read three books each and to write or tape their reviews. If a book got an unfavorable review, a second reader was asked to review it.

Riverside City and County Public Library
Riverside, California

This library has a books-by-mail service which includes books, art prints, and cassette tapes. Film programs, discussion talks, speakers, and book talks are offered to convalescent homes, groups and clubs. Senior citizens are recruited not only as participants but also as volunteers.

Tulsa City-County Library
Tulsa, Oklahoma

This library houses the Senior Citizens' Information and Referral Center, which provides 24-hour, seven-day-a-week hotline referral service.

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APPENDIX A

Survey for Senior Community Residents

Your _____ Public Library wants to give you the kind of library services and materials you want.

1. *Check the kinds of library services you would like to have.*

[ ] Delivery of materials to your home

[ ] Special programs in the library

[ ] Large print books and magazines

[ ] Records, cassettes, talking books

[ ] Bookmobile service

[ ] Transportation to the library

[ ] Film programs

Other _____

2. *Check the kinds of information you would like to have.*

[ ] What happens as you get older

[ ] How to get along with your family

[ ] How to get along with your children

[ ] How to stay healthy

[ ] How not to get cheated

[ ] How to buy on credit

[ ] How to get help if you need it

[ ] How to get more education

[ ] How to get insurance

[ ] Religion

[ ] How to use spare time

[ ] How to get along with friends and neighbors

[ ] How to move to another town

[ ] Understanding yourself

[ ] Taxes

[ ] How to solve transportation problems

Other _____

_____

(continued on next page)

3. *Is it easy for you to use the library?*

[ ] Yes [ ] No

If no, why not? [ ] Not open when I can go [ ] Nothing of interest at the library

[ ] No transportation Other: _____

4. *Check the best times for you to use library services.*

[ ] Monday [ ] Tuesday [ ] Wednesday [ ] Thursday

[ ] Friday [ ] Saturday [ ] Sunday

[ ] Morning [ ] Afternoon [ ] Evening

SOURCES OF MATERIALS FOR SENIORS

The AAHA News Scene
American Association of Homes for the Aging
374 National Press Building
14th and F Streets, NW
Washington, DC 20004

"Aging," pp. 1-15, Everyday Survival Information: What You Need and Where to Get It
American Library Association
50 East Huron Street
Chicago, IL 60611

Geriatric Focus
G.F. Publications, Inc.
386 Park Avenue, South
New York, NY 10016

The Gerontologist; The Journal of Gerontology
Publications of the National Gerontological Society
No. 1 Dupont Circle
Washington, DC 20036

Journal of the American Geriatric Society
American Geriatric Society, Inc.
10 Columbus Circle
New York, NY 10019

Modern Maturity; Dynamic Maturity; Tax Guides; NRTA/AARP Newsletters

National Retired Teachers Association
American Association of Retired Persons
1909 K Street, NW
Washington, DC 20006

Perspectives; NCOA Memo; Industrial Gerontology

National Council on Aging
Publications Office
1828 L Street, NW
Washington, DC 20036

Retirement Life

National Retired Federal Employees Association
1533 New Hampshire Avenue
Washington, DC 20036

Retirement Living (on talking books)

Harvest Years Publishing Co.
150 E. 58th Street
New York, NY 10022

Senior Citizens News

National Council of Senior Citizens
1511 K Street, NW
Washington, DC 20005

The Social Security Bulletin, and other publications

Social Security Administration on Medicare, Supplementary Security Income, and Social Security

Superintendent of Documents
U.S. Government Printing Office
Washington, DC 20402

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Publications of

ACTION
Washington, DC 20525

Action in Maturity (AIM)
215 Long Beach Blvd.
Long Beach, CA 90801

Administration on Aging
Information Division
330 C Street SW
Washington, DC 20201

Administration on Aging
Social and Rehabilitative Service
U.S. Dept. of Health, Education, and Welfare
Washington, DC 20201

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American Association of Retired Persons
National Retired Teachers Association
215 Long Beach Blvd.
Long Beach, CA 90801

American College of Nursing
Home Administrators
Suite 409
EIG Building
8641 Colesville Road
Silver Springs, MD 20910

American Foundation for the Blind
15 West 16th Street
New York, NY 10011

American Medical Association
535 North Dearborn Street
Chicago, IL 60610

Better Business Bureau
405 Lexington Avenue
New York, NY 10017

California Rural Legal Assistance
Senior Citizens Project
942 Market Street
San Francisco, CA 94102

Consumer Information
Public Documents Distribution Center
Pueblo, CO 81009

Harvest Years Publishing Co, Inc.
150 East 58th Street
New York, NY 10022

Kentucky Commission on Aging
207 Holmes Street
Frankfort, Ky 40601

National Council on Aging, Inc.
315 Park Avenue South
New York, NY 10010

National Paralegal Institute
Suite 600
2000 P Street, NW
Washington, DC 20036

Senior Information Center
Community Services Building
1005 Huron Road
Cleveland, OH 44115

Tax-Aide Institute of Lifetime
Learning
1346 Connecticut Avenue NW
Washington, DC 20036

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LIBRARY SERVICE GUIDES

1. Materials Selection for Disadvantaged Adults
2. Assessing Community Information and Service Needs
3. Using Pamphlets with Disadvantaged Adults
4. Deposit Collections of Special Materials for Disadvantaged Adults
5. Utilizing Volunteers in Expanding Library Services to Disadvantaged Adults
6. Books By Mail Services: Moving the Library to Disadvantaged Adults
7. Evening and Weekend Library Services for Disadvantaged Adults
8. The Library as a Community Information and Referral Center
9. Planning the Expansion of Library Services to Disadvantaged Adults
10. Working with Library Trustees to Expand Library Services to Disadvantaged Adults
11. Reader Guidance Services for Disadvantaged Adults
12. The Recruitment of Disadvantaged Adults: Effective Publicity
13. Conducting Tours to the Library for Groups of Disadvantaged Adults
14. ABE–What Is It?
15. The Relationship of Disadvantagement to Library Services
16. In-service Training of Personnel to Serve Disadvantaged Adults
17. Adult Education in the Library: ABE, GED, CLEP, and the Open University
18. Book Talks: Encouraging Library Materials Usage by Disadvantaged Adults
19. Techniques for Teachers: Teaching the Application of Basic Skills to Everyday Life Problems
20. Displaying Materials for Disadvantaged Adults
21. Bookmobile Services: Moving the Library to Disadvantaged Adults
22. Expanding Library Services to the Elderly
23. Using Audiovisuals With Disadvantaged Adults
24. Expanding Library Services to the Institutionalized
25. Interagency Cooperation: The Public Library and Agencies that Serve Disadvantaged Adults
26. Adjusting School Libraries for Use by Disadvantaged Adults
27. Speakers Bureaus for Disadvantaged Adults
28. Maintaining Separate Collections of Library Materials for Disadvantaged Adults
29. Client Participation in Expanding Library Services to Disadvantaged Adults
30. The Role of the College Library in the Education of Disadvantaged Adults
31. Public Library Services to Young Disadvantaged Adults
32. Working with Elected Officials to Expand Library Services to Disadvantaged Adults